Application No. 09/556,439
Amendment dated April 20, 2005
Reply to Office Action of October 20, 2004

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

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Claims 1-31 (Cancelled).

Claim 32 (New): A method of managing communications in the absence of an error condition and at least during the error condition, at least one second client management
10   system managing communications between at least one first client and at least one second client in the absence of the error condition and at least one virtual office environment management system managing communications between the at least one first client and the at least one virtual office environment at least during the error condition, comprising the steps of:

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a) configuring the at least one virtual office environment management system to manage communications between the at least one first client and the at least one virtual office environment at least during the error condition, the at least one virtual office environment management system comprising at least one software
20   application comprising at least one object, the at least one object comprising at least one first object, the at least one virtual office environment having at least one address, the configuring comprising associating the at least one address of the at

Page 2 of 16

least one virtual office environment with the at least one first object, the at least

one first object routing communications between the at least one first client and

the at least one virtual office environment during the error condition;

5   b) issuing at least one instruction to at least one telecommunications carrier,

which instructs the at least one telecommunications carrier to route

communications between the at least one first client and the at least one second

client management system in the absence of the error condition, and to route

communications between the at least one first client and the at least one virtual

10   office management system at least during the error condition;

c) managing communications between the at least one first client and the at least

one second client in the absence of the error condition and between the at least

one first client and the at least one virtual office environment at least during the

15   error condition, comprising:

the at least one telecommunications carrier routing communications between

the at least one first client and the at least one second client management

system in the absence of the error condition, the at least one second client

management system managing communications between the at least one first

20   client and the at least one second client in the absence of the error condition;

the at least one telecommunications carrier routing communications between

the at least one first client and the at least one virtual office management

system at least during the error condition, the at least one virtual office

environment management system managing communications between the at

least one first client and the at least one virtual office environment at least

during the error condition.

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Claim 33 (New): The method of claim 32, wherein:

the at least one object further comprises at least one second object;

the configuring of step a) further comprises:

10   associating the at least one address of the at least one virtual office

environment with at least one second object, the at least one second object

managing interactive communications between the at least one first client and

the at least one virtual office environment during the error condition, the at

least one second object having at least one menu of at least one choice to be

15   selected by the at least one first client;

the managing of step c) further comprises:

communicating the at least one menu of the at least one choice to the at least

one first client at least during the error condition;

receiving the at least one selection from the at least one first client upon

20   selection by the at least one first client;

the at least one virtual office environment management system managing

communications between the at least one first client and the at least one

virtual office environment at least during the error condition, in accordance

with at least one selection received from the at least one first client.

5 Claim 34 (New): The method of claim 32, wherein:

the error condition comprises no response from the at least one second client.

Claim 35 (New): The method of claim 33, wherein:

the error condition comprises no response from the at least one second client.

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Claim 36 (New): The method of claim 35, wherein:

the at least one choice comprises at least one option for routing communications

from the at least one first client to at least one third client.

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Claim 37 (New): The method of claim 32, wherein:

the at least one virtual office environment comprises at least one virtual office.

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Claim 38 (New): The method of claim 32, wherein:

the at least one virtual office environment comprises at least one work place.

Application No. 09/556,439
Amendment dated April 20, 2005
Reply to Office Action of October 20, 2004

Claim 39 (New): The method of claim 32, wherein:

the at least one object comprises at least one third object that manages call flow.

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Claim 40 (New): The method of claim 32, wherein:

the at least one telecommunications carrier determines whether the error condition

exists.

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Claim 41 (New): The method of claim 32, wherein:

the at least one virtual office management system determines whether the error

condition exists.

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Claim 42 (New): The method of claim 32, wherein:

the at least one telecommunications carrier determines at least one

communications status condition.

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Claim 43 (New): The method of claim 32, wherein:

Page 6 of 16

the at least one virtual office management system determines at least one

communications status condition.

5   Claim 44 (New): The method of claim 33, wherein:

the at least one virtual office management system determines at least one

communications status condition and communicates the at least one menu of the

at least one choice to the at least one first client at least during the error condition;

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Claim 45 (New): The method of claim 32, wherein:

the at least one object comprises at least one fourth object that manages call flow.

15   Claim 46 (New): The method of claim 32, wherein:

the at least one object comprises at least one fourth object that manages

termination of call flow.

20   Claim 47 (New): The method of claim 32, wherein:

the at least one object comprises at least one mailbox.

Page 7 of 16

Claim 48 (New): The method of claim 47, wherein:

the at least one mailbox comprises at least one greeting.

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Claim 49 (New): The method of claim 32, wherein:

the at least one object comprises at least one fax on demand application.

10 Claim 50 (New): The method of claim 32, wherein:

the at least one object manages at least one call.

Claim 51 (New): The method of claim 33, wherein:

15 the at least one object manages call redirection, in accordance with the at least one

selection received from the at least one first client.

Claim 52 (New): The method of claim 33, wherein:

20 the at least one object manages call redirection, based upon evaluation of the at

least one selection received from the at least one first client.

Claim 53 (New): The method of claim 33, wherein:

the at least one object manages call redirection, based upon evaluation of the at

least one selection received from the at least one first client.

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Claim 54 (New): The method of claim 32, wherein:

the at least one object manages recording.

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Claim 55 (New): The method of claim 32, wherein:

the at least one object manages erasing.

15   Claim 56 (New): The method of claim 32, wherein:

the at least one object manages at least one form application.

Claim 57 (New): The method of claim 32, wherein:

20   the at least one object activates at least one pager.

Application No. 09/556,439
Amendment dated April 20, 2005
Reply to Office Action of October 20, 2004

Claim 58 (New): The method of claim 32, wherein:

the at least one object manages at least one dynamic call blocking service.

5   Claim 59 (New): The method of claim 32, wherein:

the at least one object manages at least one multimedia message.

Claim 60 (New): The method of claim 32, wherein:

10   the at least one object manages at least one call transfer.

Claim 61 (New): The method of claim 32, wherein:

the at least one object manages system administration.

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Claim 62 (New): A method of managing communications in the absence of an error

condition and at least during the error condition, at least one second client management

system managing communications between at least one first client and at least one second

client in the absence of the error condition and at least one virtual office environment

20   management system managing communications between the at least one first client and

the at least one virtual office environment at least during the error condition, comprising

the steps of:

Page 10 of 16

a) configuring the at least one virtual office environment management system to manage communications between the at least one first client and the at least one virtual office environment at least during the error condition, the at least one

5 virtual office environment management system comprising at least one software application comprising at least one object, the at least one object comprising at least one first object, the at least one virtual office environment having at least one address, the configuring comprising associating the at least one address of the at least one virtual office environment with the at least one first object, the at least

10 one first object routing communications between the at least one first client and the at least one virtual office environment during the error condition;

b) issuing at least one instruction to at least one telecommunications carrier, which instructs the at least one telecommunications carrier to route

15 communications between the at least one first client and the at least one second client management system in the absence of the error condition, and to route communications between the at least one first client and the at least one virtual office management system at least during the error condition;

20 c) managing communications between the at least one first client and the at least one second client in the absence of the error condition and between the at least

Page 11 of 16

one first client and the at least one virtual office environment at least during the

error condition, comprising:

the at least one telecommunications carrier routing communications between

the at least one first client and the at least one second client management

5   system in the absence of the error condition, the at least one second client

management system managing communications between the at least one first

client and the at least one second client in the absence of the error condition;

the at least one telecommunications carrier routing communications between

the at least one first client and the at least one virtual office management

10   system at least during the error condition, the at least one virtual office

environment management system managing communications between the at

least one first client and the at least one virtual office environment at least

during the error condition.

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Claim 63 (New): The method of claim 62, wherein:

the at least one object further comprises at least one second object;

the configuring of step a) further comprises:

associating the at least one address of the at least one virtual office

20   environment with at least one second object, the at least one second object

managing interactive communications between the at least one first client and

the at least one virtual office environment during the error condition, the at

Application No. 09/556,439
Amendment dated April 20, 2005
Reply to Office Action of October 20, 2004

least one second object having at least one menu of at least one choice to be

selected by the at least one first client;

the managing of step c) further comprises:

communicating the at least one menu of the at least one choice to the at least

5   one first client at least during the error condition;

receiving the at least one selection from the at least one first client upon

selection by the at least one first client;

the at least one virtual office environment management system managing

communications between the at least one first client and the at least one

10   virtual office environment at least during the error condition, in accordance

with at least one selection received from the at least one first client.

Claim 64 (New): The method of claim 62, wherein:

15   the error condition comprises no response from the at least one second client.

Claim 65 (New): The method of claim 63, wherein:

the error condition comprises no response from the at least one second client.

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Claim 66 (New): The method of claim 65, wherein:

Page 13 of 16

Application No. 09/556,439
Amendment dated April 20, 2005
Reply to Office Action of October 20, 2004

the at least one choice comprises at least one option for routing communications

from the at least one first client to at least one third client.

5   Claim 67 (New): The method of claim 62, wherein:

the at least one virtual office environment comprises at least one virtual office.

Claim 68 (New): The method of claim 62, wherein:

10   the at least one virtual office environment comprises at least one work place.

Claim 69 (New): The method of claim 62, wherein:

the at least one software construct comprises at least one object.

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Claim 70 (New): The method of claim 63, wherein:

the at least one software construct comprises at least one object.

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Page 14 of 16